

# Change Household ID – Create New Household

*Missouri cheat sheets cover MOWINS functionalities. The card should always be inserted before and after a change is made for the information to appear correctly on the card and in MOWINS. Users should be familiar with WIC policies. Please contact your technical assistance staff with questions.*

## EBT Household Change Guided Script:

- Click the **Participant Activities** menu.
- Select **Change Household ID**.

### Step One → Determine New Household:

- Select **Determine New Household**.
- Click **Create New Household**.
- Complete the required fields in the *Create New Household* screen.
- Select the **Reason for ID Change** from the drop-down menu.
- Click **OK** (or press the Enter key on the keyboard).
- Click **Close** in the *Change Household ID* screen.

### Step Two → Remove Current Benefits:

- Select **Remove Current Benefits**.
- Assess food package being suggested in the *Benefits to Remove for Current Month*.
  - Listed are the foods and quantities that will be transferred to the new eWIC card.
  - The suggested quantities can be edited by clicking the cell in the food item row of the *Quantity* column and typing a new value. This will decrease the quantities remaining in the household balance shown, but not deducted when the quantity is edited, in the *Benefits for Current Month* grid.
- Click the **Reissue a Full Set of Benefits** checkbox to enable the *Package Size* section, if prorating the benefits for the new eWIC card.
- Select the appropriate *Package Size* based on the remainder of the issuance cycle.
- Click **Send EBT Data**.

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## Step Three → Remove Cards:

- Select **Remove Cards**.
  - If there are no other members of the original household still using the eWIC card, or the original eWIC card is not present, deactivate the eWIC card.
    - Click the *Primary Cardholder* row.
    - Click **Deactivate Account**.
  - Click **Send EBT Data**.
  - Click **OK** (or press the Enter key on the keyboard).

## Step Four → Review New EBT Household Demographics:

- Select **Review New EBT Household Demographics**.
- Click *Authorized Representative or Alternate Representative Proxy* row.
- Enter Date of Birth.
- Click **Update**.
- Click **Set as Primary**.
- Click **Assign Card**.
- Insert the card into the card reader writer or type the PAN into the *Assign Card* dialog.
- Click **OK** (or press the Enter key on the keyboard).
- Click **Send EBT Data**.
- Click **OK** (or press the Enter key on the keyboard) on *EBT Household Demographics* message.
- Click the **Capture Electronic Signature** in the *Capture Signature for Card* dialog.
- Primary card holder signs the signature pad.
- Click the **Save Signature**.

## Step Five → Add Benefits to New Household:

- Select **Add Benefits to New Household**.
  - If the user selected **Reissue a Full Set of Benefits** in *Remove Current Benefits* step, the Food Prescription screen displays.
    - Assess the food package; edit if necessary.
  - Click **Close**.
  - Click **Send EBT Data**.
  - Click **Close**.
- Click **OK** (or press the Enter key on the keyboard) on *Household Change Guided Script* message.
- Click **Close** on *EBT Household Change Guided Script* screen.